Skype: Troubleshooting Guide

Problem:	*Possible Causes:*	*Possible Solutions:*
No webcam video	Webcam is not plugged in Webcam has not been installed	1. Make sure the webcam is plugged in 2. Call 3800 to have drivers installed
No webcam audio	Webcam is not plugged in Webcam has not been installed	1. Make sure the webcam is plugged in 2. Call 3800 to have drivers installed
Front audio ports not responding	DC7900SFF PC front audio port	1. Front port needs to be enabled and set to as sound recording device microphone input
Laptop audio not responding	Kensington SD100 docking station (Laptops)	1. All sound driver for USB audio port need to be loaded and device needs to be selected - there is an issue when disconnecting from the unit is that the device show up but is not there when people use their laptops without the dock - one solution is to only use the laptop audio devices that way they are always there
Cannot log onto Skype	Username or password not recognised Network connection absent	1. Re-enter your username and/or password 2. Ensure you're either physically connected to a network (via a cable) or connected to a wireless network
Headset microphone not working	Webcam microphone when using a headset	1. Selecting headset as microphone in settings this need to be set up from with the sound properties

An excellent source of help is the Skype support website:

https://support.skype.com/en-gb/category/TECH